

Recruitment Pack

Position	Attendance Officer and Family Support Worker
Contract details	Full time, permanent 37 hours per week Term-time only, 40 weeks a year Monday to Thursday, 8.00am – 4.00pm Friday 8.00am – 3.30pm
Pay scale	Grade 6, SCP 7 Pay award pending: £25,545 – 27,711 per year (for under 5 years' service) £26,010 – 28,214 per year (for over 5 years' service)
Start date	As soon as possible
Close date	9am, Friday 13 th February 2026
Interview date	w/c 23 rd February 2026
How to apply	<ul style="list-style-type: none"> ▪ Vacancy details are available on the school website vacancies page: https://www.ridgewood.dudley.sch.uk/vacancies ▪ Complete your application using the 'Apply Now' button to access the app: <i>My New Term: Ridgewood High School, Stourbridge, West Midlands Teaching Jobs & Education Jobs MyNewTerm</i> ▪ Recruitment queries, please email: replies@ridgewood.dudley.sch.uk



Ridgewood High School

Headteacher – Mr J. Cannon.
Park Road West, Wollaston, Stourbridge, West Midlands.
DY8 3NQ
t: 01384 958981
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w: www.ridgewood.dudley.sch.uk



Dear Candidate,

Thank you for showing an interest in our post and joining our school. Students at Ridgewood really enjoy school, partly because we have such good teaching and also great support.

This is an exciting time to join the Ridgewood Team. It is difficult to capture the atmosphere and ethos of a school on a page, but I believe that we have created something very special. Having joined the school in September 2019, I am really enjoying my time here. Ridgewood is quite simply a great place to work. Our staff team is very friendly and supportive - we all work hard because we know that our jobs are important, but we also have fun, we like each other and really appreciate the contributions that each individual makes. Because staff welfare is integral to the success of the school, we look after staff wellbeing and monitor their workload. Our staff do the best they can for the students in their care. There is a kind and happy family atmosphere in our school. High quality CPD is at the heart of our offer for staff and this is very much appreciated. Staff work together to research best practice, they share ideas and they monitor the impact of new developments on student progress and behaviour.

We are all very proud of the transformations that we have made in our school. Our last Ofsted inspection in July 2023 secured 'Good' grades across the board. We were praised for being a 'caring, inclusive school', with 'high expectations', 'warm and respectful relationships... between students and staff', an 'ambitious' curriculum and 'staff reported they are proud of their school' and 'are given opportunities to develop as professionals'. They also report that 'leaders manage staff workload well.'

Our students are lovely which explains why so many staff have worked in the school for such a long time! Because we have clear and effective behaviour systems, which centre around building healthy personal relationships, students know what is expected of them. They want to do well; they participate in a wide variety of extra-curricular activities and they get on well



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with their teachers. Supply teachers frequently say Ridgewood is one of the nicest schools they visit.

At every level, school leaders are visible, dynamic and supportive. We are proud that our leaders have been working effectively across Stour Vale Academy Trust, training new teachers and collaborating on improvement projects. A number of Ridgewood staff have secured promotions this year and last year, showing that our leadership development is strong.

If you want to join an ambitious, caring school in a lovely location, then we could be the school for you. We welcome candidates visiting before you apply, if possible, at a time during the school day so that you can see and feel our ethos in action. We wish you lots of luck and look forward to meeting you.

Yours faithfully,

Mr James Cannon
Headteacher
Ridgewood High School



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At Ridgewood we...

Our school motto is:

We want our students to:

- Achieve excellent exam results across a range of high-quality qualifications.
- Be happy, healthy, safe and confident about the future.
- Work hard, play hard and be nice people.
- Enjoy healthy working partnerships with adults and know how to resolve conflict when times get tough.
- Be resilient, able to cope with struggle and be determined learners. Know what to do when they don't know what to do.
- Shake hands with new people, get eye contact and present themselves as thoughtful, articulate young adults.
- Be selfless learners contributing to many teams and communities.
- Be curious about the world around them and have a spirit of adventure.

Our staff working values are:

Commitment to achieving excellence	Hope and positivity	Teamwork	Kindness	Honesty
We expect high quality in every aspect of our school provision. We want and expect the best for our students and ourselves. There are no excuses, no blame and no fear in the way we work. We take responsibility for mistakes and use them to achieve a first-class process and outcomes.	We believe that everyone in our school can be their best selves. We know that our roles are important in giving children choices for the future. Our talk and actions are positively framed; we build success step-by-step and use failure as necessary stepping stones in the learning process.	We know that the team is stronger than the individual and work together to get the school we want. We support each other and care, helping everyone be their best selves. We enjoy working together and use 'with not to' to guide our work. We all play our individual part in Team Ridgewood.	We treat others as we would wish to be treated ourselves. We are kind and respectful to everyone and work hard to protect the dignity of all. We appreciate the contributions of our peers and our students and give praise where it's due. Being kind helps us feel better and creates a happier community.	We are open to improving our own practice and the practice of others in our team. We value the feedback that we are given. Respectful honesty in all our interactions helps to build trust, build better collaboration and healthy relationships.



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At Ridgewood our provision is guided by the following principles:

High Expectations	Showing belief that our students can achieve at a high level in every arena be it academic, sporting, social.
Dynamic Leadership	Highly visible and dynamic leadership whose actions have an excellent impact on provision for our students.
Ambitious Curriculum	An ambitious curriculum and an entitlement to a rich body of academic, social and cultural knowledge and skills.
Supportive Behaviour Culture	A supportive and optimistic culture which develops the behaviour and attitudes of determined learners using 'Ready, Respectful and Safe' and our 'Determined Learners grid'.
Rigorous Personal Development	Well planned and rigorous personal development that supports and challenges <u>every</u> child and helps them acquire a wide range of skills and aptitudes so that they leave us confident in their abilities.
Excellent Teaching	High quality responsive teaching that engages, enthuses and challenges every student in every lesson every day.
Caring Ethos	A caring ethos which keeps students safe, happy and healthy.



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At Ridgewood we secure excellent behaviour

We expect our students to be Ready, Respectful and Safe

Ready

We show we are Ready by:

- Attending school every day;
- Being on time for school, on time for lessons;
- Looking smart and business-like in the correct uniform;
- Being calm and purposeful at the beginning of a lesson;
- Being well equipped with pens, pencils, ruler, rubber, sharpener, a scientific calculator;
- Being well informed and optimistic about the future;
- Taking part in extra-curricular opportunities, representing the tutor group, house and the school.

Respectful

We show respect to our school community by:

- Having positive body language, good eye contact and by speaking clearly, calmly and positively;
- Listening carefully to the teacher and the views of others;
- Being kind in our words and actions- we don't use swear words, abusive or prejudicial language;
- Following the instructions of adults quickly as they will be keeping students safe and focussing on their achievement;
- Looking after the learning environment, putting litter in the bin and keeping work areas clean and tidy;
- Being considerate to the local community when we travel to and from school.

Safe

We show we know how to be **Safe** by:

- Being where we should be;
- Speaking to an adult if we are worried about something;
- Acting safely, keeping ourselves and others from harm;
- Reporting any concerns we have to a member of staff. If we see something that's not right, we must say something;



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- Walking on the left-hand side of corridors, stairs and doorways;
- Leaving phones at the bottom of our bags and not using them in school;
- Using technology safely by adjusting our privacy settings, by only writing positive messages to other students and by reporting anybody who makes us feel uncomfortable online;
- Not bringing weapons or drugs into school. These both may lead to permanent exclusion.



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Job Description – Attendance Officer and Family Support Worker

Main purpose of the job:

To actively work in your role to support a commitment to excellence in Attendance and Safeguarding interventions and other strategies to meet the needs of our families.

- To support the Senior Leadership Team in securing excellence in attendance and punctuality at Ridgewood High School.
- To monitor and report on whole-school attendance.
- To work closely with pupils, staff, parents and carers to secure excellent attendance and punctuality.
- To promote and encourage good attendance through the school systems.

Responsible to: Assistant Headteacher Behaviour and Pastoral Support.

Main Activities:

Attendance:

- Work alongside the senior leadership team to monitor pupil attendance.
- Follow up on any unexplained absences with parents/carers, escalating issues as appropriate in line with school policy.
- Manage the process of issuing penalty notices to parents.
- Maintain accurate records of communications with parents/carers and relevant interventions.
- Produce and interpret attendance reports for school leaders, analysing data, identifying concern, tracking attendance of individuals, groups and cohorts, identifying patterns and trends, producing attendance data reports and reporting to senior leaders.
- Track attendance of individuals, groups, classes, cohorts and the whole school and share information with school leaders including vulnerable groups.
- Identify pupils that need additional support to improve their attendance and/or punctuality liaising with relevant staff and external agencies.
- Work with school leaders to identify appropriate interventions to improve attendance for particular groups and individual pupils.
- Work with school leaders to develop and revise the school's attendance policy.
- Being the first point of contact for all school attendance matters.
- Attending relevant meetings in school and across the Academy Trust.
- Secure strong communication links with relevant professionals including the Inclusion Lead and Safeguarding and Pastoral Lead. Work alongside these teams to oversee



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support/challenge for identified pupils and providing Attendance Support Plans for them.

- Ensure agency and newly appointed staff understand school attendance systems.
- Follow school attendance procedures as set out in relevant policies and procedure documents.
- Coordinate meetings with pupils and parents/carers to implement interventions and track progress.
- Build positive relationships with parents/carers to encourage family involvement in their child's attendance.
- Carry out home visits, where necessary, to address attendance concerns for individual pupils.
- Support families when starting and leaving including ensuring accuracy in documentation.
- Organise, present and participate in attendance meetings as required.

Safeguarding:

- Ensure that vulnerable children and young people are identified and supported and undertake safeguarding work in order to protect children from harm and prevent impairment of children's health or development.
- Support and liaise with key stakeholders including pupils, families and outside agencies to ensure safeguarding needs of children are met.
- To offer support to safeguarding processes: completing referrals to necessary external agencies, assisting with Early Help Assessments when necessary, completing reports and following up on current cases.
- Attend necessary attendance safeguarding meetings, including relevant multi-agency meetings.
- Provide accurate, detailed and timely records and reports, contributing to and reviewing the school's electronic safeguarding records.
- Ensure a continuous and consistent implementation of relevant attendance safeguarding procedures, policies and legislation.
- Work directly with children to gain the child's voice or provide individual support as necessary.
- Ensure attendance and any safeguarding information is sent and received when a child arrives at or leaves the school.

Home – School Links:

- Promote parent engagement in children's learning, e.g. through encouraging attendance to parents' evenings, intake meetings, parent workshops etc.
- Actively promote positive and effective relationships between school and families.
- Build and sustain relationships with partner agencies and make information available to parents and signpost parents' appropriate local support.



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- Prepare and deliver parent workshops and information sessions.

Pastoral:

- Support class teachers regarding pastoral integration of new pupils
- Support children's health and well-being through liaison with PSHE lead in school
- Provide additional pastoral support to children as necessary.

Support for School / Services:

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to appropriate person.
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend meetings as required.
- Participate in training and other learning activities and performance development as required.
- All staff in school will be expected to accept reasonable flexibility in working arrangements and the allocation of duties including duties normally allocated to posts at a lower responsibility level, in pursuance of raising pupil achievement and effective team working.

All staff are expected to comply with the appraisal process.

The exact focus of the role will be decided at school level and will consider the needs of the school and the development needs of the member of staff.

Stour Vale Academy Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. We will carry out pre-appointment checks including DBS and will disqualify any applicant where we consider the outcomes to be unsatisfactory. This post is exempt from the Rehabilitation of Offenders Act (ROA) 1974.

We are equally committed to ensuring that no applicant will be disadvantaged or discriminated against because of their protected characteristics under the Equality Act 2010.



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Person Specification – Attendance Officer and Family Support Worker

Post holders will share the school's commitment to safeguarding and promoting the welfare of children and young people.

Attributes	Criteria (essential)	Assessed
Experience	<ul style="list-style-type: none">▪ Minimum of 2 years office experience including the development, management and operation of administration systems.▪ Experience of child protection or safeguarding work.▪ Experience of working as part of a team.▪ Experience of promoting community links.▪ Experience of working with children and families.	<i>Application and interview</i>
Qualifications/Training	<ul style="list-style-type: none">▪ GCSEs A*- C or equivalent, including English and maths (this is a requirement of the role)▪ Child Protection Level 3▪ Professional qualification in social work or another related field.▪ Willingness to undertake relevant training and share knowledge and expertise with other staff.	<i>Application and interview</i>
Practical Skills	<ul style="list-style-type: none">▪ Good communication skills▪ Ability to use ICT competently▪ Ability to work successfully within a team and to establish and develop positive professional relationships▪ Ability to accurately create and manage written records of cases, referrals and concerns and keep them secure.	<i>Interview and short tests</i>
Knowledge and Understanding	<ul style="list-style-type: none">▪ Knowledge and experience of safeguarding, Child Protection and Early Help procedures▪ Clear understanding of the need for confidentiality.	<i>Application and interview</i>



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	<ul style="list-style-type: none">▪ Knowledge of partner agencies and their role in supporting children and families.	
Personal Qualities and Attributes	<ul style="list-style-type: none">▪ Commitment to safeguarding and promoting the welfare of children▪ Be flexible and have a positive approach to challenges▪ Be professional and have integrity, taking pride in all work with attention to detail▪ Excellent communication and interpersonal skills▪ High standard of written and spoken English▪ Trustworthy and confidential▪ Organised and able to plan and prioritise▪ Initiative and judgement to know when to request further advice, when to share information and actions to be taken▪ Ability to work under pressure and deal with sensitive issues	<i>Interview</i>



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Ridgewood High School – Attendance Officer and Family Support Worker

We want our students at Ridgewood to feel safe, happy and confident that they will make progress in school.

The successful candidate will have a real opportunity to build strong and supportive relationships with students and families, to encourage excellent attendance and punctuality alongside safeguarding interventions and strategies to meet the needs of our families. Excellent attendance transforms lives. As an Attendance Officer and Family Support Worker, you will be a key part of the process that helps students engage fully with their education, achieve their potential, and build positive routines for life. By working closely with families and the wider school community, you will help ensure our students leave us with stronger outcomes, greater confidence, and a wider range of future opportunities.

Within the Pastoral Team we have three Support and Guidance Assistants, an Administrator and this role being recruited, Attendance Officer and Family Support Worker. Our team work across two locations within in school, the main base-office is light and spacious with the Administrator's office, First Aid room and Student Access room all connected to this main base-office. The second office is light and well maintained for making calls to families and meeting with students in person. Collectively, the Pastoral Team provide valuable support for students' personal development, health and well-being.

Our drive to improve and move forward means the child's best interest is at the heart of everything that we do in whatever role we do in school. We offer many extra-curricular opportunities to help students grow into confident and well-rounded individuals. Our fundamental principles are that pupils enjoy our lessons, feel safe and experience consistently high standards.

Ridgewood students

Our students are friendly, interested and polite. They enjoy happy, respectful and safe relationships with the adults who guide their learning. Staff and students like working together. Our learning atmosphere is calm and students are keen to succeed. Ridgewood students are frequently praised when we take them on trips or when we have visiting speakers in school. They ask interesting questions and are keen to understand new perspectives. We want our students to be good people with kind hearts as this will benefit the local community as well as their own self-esteem. There are established Year and House systems. Charity work is abundant in school and we support many charity initiatives. We are working on developing our students' oracy and academic writing as we want them to be able to speak and write with academic rigour which prepares them for life beyond Ridgewood.



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The Curriculum

All students at Ridgewood follow a two-week, fifty-hour timetable. Our curriculum is broad, balanced and aims to give all students both a strong academic core and the opportunity to explore their creativity. We have a three-year Key Stage Three so that students can choose their options when they are mature and well informed about future career choices. Our curriculum is reviewed annually to ensure it best meets the need of each cohort.

Professional Development

Regular time and expertise are provided for all staff to develop their good practice in order to improve the quality and consistency of learning and teaching. This has been a key driver in the school's improvement agenda. High quality CPD is an expectation at Ridgewood. This year we are focussing on: developing students' deeper thinking and understanding of good work using success criteria.

Ethos and Expectations

We have high expectations of all our students and our staff. We encourage active participation in an outstanding range of extra-curricular and enrichment activities through which students can experience success, develop their confidence and believe that they can achieve. We believe that schools should ensure all students have access to high quality experiences which build cultural capital, teach them about British values and our Ridgewood values of honesty, kindness and teamwork.

Stour Vale Academy Trust

We are a member of Stour Vale Academy Trust and further details about our school and Trust are available on *New My Term*:

Ridgewood High School, Stourbridge, West Midlands | Teaching Jobs & Education Jobs | MyNewTerm